



# PRESS RELEASE

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FOR IMMEDIATE RELEASE

PR1619  
June 16, 2016

## BACH now offers convenient Audio Appointments

**FORT CAMPBELL, Ky.** — In an effort to improve the delivery of Primary Care to Blanchfield Army Community Hospital beneficiaries, the primary care Army Medical Homes began offering a limited number of Audio Appointments on weekdays.

Audio Appointments allow patients an opportunity to address specific medical concerns with a provider over the phone, at a scheduled time, as opposed to showing up in person for an appointment within their medical home. The goal is to meet the need of patients in a convenient manner while ensuring quality care is being provided.

If you or any of your beneficiaries have one of the following medical symptoms below, and would like to have them addressed through an Audio Appointment, please call the BACH Call Center at 931-461-4677. If an Audio Appointment is available, the Call Center personnel will schedule you with a provider from your Medical Home. If there are no Audio Appointments available, other options will be offered.

Audio Appointments may not be suitable for every situation. Below lists symptoms and conditions where an Audio Appointment might be appropriate:

### Audio Appointment Symptoms

- Seasonal Allergies
- Burns, minor
- Constipation
- Cough
- Cold Symptoms
- Diarrhea

- Follow up for Emergency Room visit in past two weeks at BACH
- Nausea
- Nasal Congestion
- Painful/Frequent Urination
- Possible pink eye (itchy, watery, irritated, red eyes with possible discharge)
- Sore Throat
- Vaginal Yeast Symptoms (irritation, thick/white discharge, 16 years or older)
- Vomiting

If the provider is unable to address the medical concern over the phone, a patient's assigned medical home will coordinate a time for the patient to be seen within their medical home.

The following are circumstances where the Call Center staff will not be able to schedule you or a family member with an Audio Appointment:

- Under two (2) years old
- Over 65 years old
- Chronic Illness (Heart Disease, Lung Disease, Renal Disease, Diabetes Type I/II, Liver Disease, Cancer, HIV)
- Immunocompromised (Chemo treatment, transplant recipient)
- Wheezing
- Any bleeding (Bloody phlegm, bloody urine, bloody stool)

Regular appointments may be scheduled or canceled 24 hours a day, seven days a week at [www.TRICAREonline.com](http://www.TRICAREonline.com). Some medical concerns may also be resolved through a telephone consultation by sending an Army Medicine Secure Message through Relay Health, calling the Nurse Advise Line at 1-800-874-2273, Option 1 or contacting the Appointment Line Call Center at (270) 798-4677 or (931) 431-4677.

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